



THE SALVATION ARMY
crisis services



ACTIVITY REPORT 07/08

THE SALVATION ARMY MELBOURNE CENTRAL DIVISION

JASON DAVIES-KILDEA (CAPTAIN)

DIVISIONAL SOCIAL PROGRAM SECRETARY

On behalf of The Salvation Army, I commend to you this Activity Report from our Crisis Services network. It's an unenviable task trying to capture on the printed page the full meaning of all the extensive human interactions that make up the work of Crisis Services across an entire year. Statistics and financial reports serve to provide important levels of accountability, but ultimately fall short of adequately communicating the remarkable impact that these services have upon individual lives. However, difficult though the task may be, it is an essential one and is not entered into lightly.

It was almost 20 years ago that I began working for The Salvation Army at the St Kilda Crisis Centre. Even at that time, the Crisis Centre had already established a solid reputation for providing high quality services in a notoriously difficult environment to some of our society's most needy and vulnerable people. Since then, Crisis Services has grown substantially whilst maintaining a commitment to helping those most disadvantaged at their point of need. The suite of services that you will read about in this report is testament to the commitment and dedication of an exceptional management team and their staff who represent The Salvation Army admirably.

A recent review by Thomson Goodall Associates says that "Overall the network of programs within Crisis Services provides a client centred, valued range of services to some of the most marginalized

members of society ... The service provides an essential safety net for people, especially in relation to homelessness, health, crisis and related disadvantage." This safety net is indeed critical for those falling through the cracks of our society. Crisis Services helps to create valuable opportunities for people when they need them most, bringing hope into situations of apparent hopelessness.

Foundational to the success of Crisis Services are genuine commitments to responsive service delivery, compassionate care, authentic partnerships and practice-based research. Though each of these presents challenges, the combination has yielded consistently strong results, which are evident in the lives of the thousands of people who receive assistance through these services every year.

Salvation Army social programs are measured by their capacity to uphold human dignity, engender hope in people's lives and connect them meaningfully back into the community. I trust that when you read this report, you will be able to glimpse something of the way this happens every day through these vital services. For it is on this basis that Crisis Services has rightly earned a place amongst the premier social services of The Salvation Army worldwide.

“Overall the network of programs within Crisis Services provides a client centred, valued range of services to some of the most marginalized members of society ... The service provides an essential safety net for people, especially in relation to homelessness, health, crisis and related disadvantage.”



CRISIS SERVICES

JENNY PLANT

GENERAL MANAGER

The 2007/2008 year saw a greater than usual level of change both at a policy level and in the social environment that our service users live and work. These changes have provided challenges and opportunities to reflect on and respond to. At a federal level the change of government promised to bring a sweeping review of many aspects of social policy. These include a pension review, a taxation review and a review into homelessness and how we, as a country, are working to provide sustainable housing options for service users. Added to this changing policy landscape, international events such as the challenging fiscal environment will directly and indirectly affect the day-to-day lives of individuals accessing services provided by the Crisis Services Network. This is likely to occur in two ways. Any economic downturn invariably changes the availability of casual employment options suitable for people who are marginalised from the world of work. Added to this an economic downturn generally affects the political palatability of social program expenditure for incumbent governments.

The Crisis Services Network has welcomed the change in emphasis on consultation and welcomed the opportunity to ensure the experiences of our service users are present, through research and public submissions, in the design and implementation of future social policy programs. From our experience there is clearly a link between health and homelessness. These two factors represent the 'pressure points' that affect peoples capacity to achieve sustainable participation in society – including housing, employment, education and a secure family life. Through policy engagement such as our submission on the Homelessness Green paper and research we

have commissioned such as 'A Raw Deal' on the cost of pharmacotherapies, we hope to emphasise the need for policy makers to provide holistic, incorporated social programs that move beyond the old binaries of 'is the issue housing?' or 'is the issue support?'

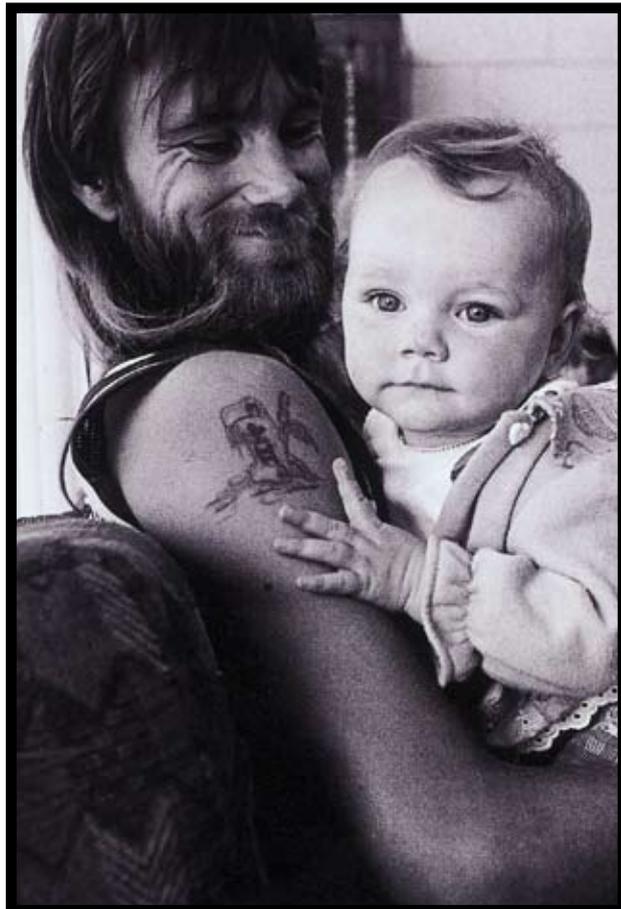
At a service development and practice level, these external factors have provided both challenges to current practice and opportunities to reflect, with our practice partners, on service development. The various program reports included here provide an overview of their service provision and individual research, advocacy or program development projects they have completed this year. From a service network perspective, Crisis Services had the opportunity to bring together two network wide projects to inform future service development in the changing policy context. These included the Housing Accreditation Service Standards (HASS) and a network review by Thompson Goodall & Associates. The accreditation process was an arduous 2-year project of identifying and articulating our practice and developing a quality improvement agenda. This required significant resourcing by the organisation but was a wonderful opportunity to forensically examine our claims to good practice through the provision of evidence. As a parallel process we engaged Thompson Goodall & Associates to undertake a systematic review of the network, our program design and to provide a strategic intentions document for each of the program areas and the network as a whole. This whole of network review process required us to examine each of the programs in the context of the strategic intent of the network, as well as the changing service user demographics and practice development. These two review processes, together with the opportunity to

“Finally, at the end of the day the provision of social programs is a people business. Sustainable outcomes are built one interaction at a time.”

document parts of our practice through the provision of three Best Practice Grants, ensures we move into 2009 confident we are focused on continuing to meet the needs of our service users through innovative and flexible practice.

Over ten years ago, as a response to a changing policy environment which valued competition between service providers over collaboration, Crisis Services embraced a practice partnership model for service development and growth. This has been a transformative process for the Crisis Services Network because it created a genuine space for reflective dialogue on practice, policy and research with our partners. The accreditation process, the network review and the documentation of the best practice grants has confirmed that these practice partnerships are a core strength of the network's capacity to reflect on, contribute to the development of, and implement innovative social programs. I would like to take this opportunity to formally thank our practice and research partners who have contributed so much at a practical and intellectual level.

Finally, at the end of the day the provision of social programs is a people business. Sustainable outcomes are built one interaction at a time. Crisis Services Network staff have continued to demonstrate their capacity to be present to the individual they are working with, to understand the social policy context that shape housing, health and income provision to service users, and to above all, ensure each interaction is built on respect and dignity.



CHAPLAINCY

CAPTAIN CRAIG FARRELL

CHAPLAIN

The Crisis Services Chaplaincy and Community Support Program operates across the whole of crisis services and offers emotional and spiritual support for clients and staff. The program exists as a confidential, non-judgmental, and non-discriminatory service that welcomes people of all faith traditions and denominations. The service is based on a holistic model of care that focuses on the 'whole person', physical, emotional and spiritual.

The role of chaplaincy at crisis services is very diverse and aims to provide a service that is both practical and ongoing. The service offers emotional support, pastoral counselling, bereavement support, outreach, recreational activities, spiritual support and referrals to faith and community groups. The chaplain upholds and expresses the core mission values of The Salvation Army Melbourne Central Division those being: Human Dignity, Justice, Hope, Compassion, and Community.

It is recognised that a spiritual dimension exists within all people and therefore spiritual need is universal. Chaplaincy has at its centre the emphasis of 'being with others'. The opportunity for a chaplain to come alongside someone and simply 'be with' another is a very profound and powerful interaction, particularly for those people who are isolated and vulnerable due to various circumstances of poverty. This is a service that encourages people to move beyond their initial experience of crisis and where emphasis is given to providing options and participation in community. Connections have

been made this year with local Salvation Army faith and social services, and other local community organisations with the intention of building longer-term supports, and pathways that are relevant for people in a variety of community settings.

The chaplaincy service continues to work together with the Crisis Accommodation Centre not only providing pastoral and spiritual support to residents and staff, but also recreation outings and participation in activities at The Salvation Army St Kilda Chapel. The interactions with young people are an important aspect of the chaplain's work, providing emotional and bereavement support, referrals to community groups and the capacity for ongoing follow up. The chaplain works alongside the case management team, and offers the opportunity to connect with young people in a different capacity, one that adds value within the residential setting and beyond. Over the past year there has been evidence from the various recreation and social outings of young people learning about teamwork, individual strengths, peer support and the value of community.

The chaplaincy program also has a strong connection with Access Health providing a range of pastoral and emotional supports to people who are vulnerable and isolated in the community. Chaplaincy also works alongside the various health partners of Access Health and participates in the weekly drop in and Koori Art groups.

“The service is based on a holistic model of care that focuses on the ‘whole person’, physical, emotional and spiritual.”

The chaplaincy program continuously seeks to support all crisis services programs by providing a service that is innovative, flexible, accessible, and consistent. Chaplaincy considers particularly the spiritual well being of people, while giving equal care to the physical and mental health concerns of all people. Chaplaincy is supported by a highly dedicated and caring staff team across all of crisis services and looks forward to providing genuine compassion and care to all who access the service in the coming year.



CHAPLAINCY FINANCIAL REPORT 2007-2008

INCOME

The Salvation Army	50,003	100%
	50,003	

EXPENDITURE

Administration	902	2%
Personnel	24,988	50%
Programme	6,295	13%
Property	17,818	35%
	50,003	

CHAPLAINCY PROGRAM – MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

- Court Support
- Hospital Visitations
- Pastoral Care
 - Bereavement Support
 - Emotional Support
 - Outreach Support
 - Spiritual Support
- Provision/Referral of Christian/other Faith Resources and Information
- Recreation/Outings
- Travel/Relocation Assistance

CRISIS SUPPORT SERVICES

RICHARD ELMER

PROGRAM MANAGER

As housing is increasingly difficult to find and secure, individuals and families who are homeless or at risk of being homeless contact our centre everyday. They are often accommodated in hotels and rooming houses on a temporary basis with the hope of finding long term accommodation and support in the near future. Housing services are finding it increasingly difficult to assist or support the numbers of people contacting services. This means that individuals and families often have to support themselves in inappropriate and costly hotels and rooming houses on very limited income, sacrificing necessities such as food and health for themselves and their children. As a result of a recent research project looking into current outreach/support services in the local area, the Crisis Contact Centre is employing a housing focussed outreach worker and an intensive outreach worker. These outreach workers will be able to support people from emergency accommodation into more secure and sustainable medium to long term accommodation and will take referrals from our health centre, the local housing service (THM) as well as the crisis centre.

The "Opening Doors" initiative is rolling out in the inner and middle southern region. The aim of the initiative is to improve pathways and referral processes for clients as they navigate the homelessness and other service systems. As the Crisis Contact Centre will be a "front door" to the region, we will be aiming to not only strengthen already effective partnerships with key services but also to create new ones. As a statewide service this will need to occur across the state and will be an opportunity to improve access for clients to a range of relevant, appropriate services.

The Crisis Contact Centre values our co-located partnerships with HomeGround, Centrelink and MacGregor solicitors. People presenting in crisis can also access these services to address housing, income and legal issues without needing to make an appointment. The Crisis Contact Centre also has well developed

links with other Crisis Services programs. Recently a "best practice" document was written describing the relationship and referral processes between the Crisis Contact Centre and the Family Violence Outreach Program. We will continue to review these relationships with the hope of improving referral processes for clients and to document this for all programs.

None of this work is possible without a staff team who face the challenges with optimism and enthusiasm. Much of the crisis work involves working with people with a range of diverse and complex needs and then referring to relevant agencies not always knowing the outcomes. By participating in relevant training, reflective practice, collaboration with internal and external partners and focussing on positive outcomes we can continue to not only improve the service but maintain energy within the staff team. It's also important for us to remember who we are working for; that there are many good outcomes and that respect needs to be given to people willing to share their stories.

As analysis and review of data is crucial to developing best practice, the Crisis Contact Centre staff team will be moving to an electronic case note system later in the year. This will enable the team to record stories from clients to build an ongoing picture of their situation. Along with this, we will be improving our data entry so that more accurate reports are produced, showing in detail the types of people presenting to our service, for what reasons and how they have been assisted.

The Crisis Contact Centre endeavours to add to an already skilled staff team by participating in the "opening doors" initiative, strengthening and developing partnerships, improved IT systems and further training relevant to the needs of the client. I would like to take this opportunity to thank the Crisis Contact Centre staff team for their ongoing dedication, enthusiasm and energy to provide the best possible response to people who present to us in crisis.

“It’s also important for us to remember who we are working for; that there are many good outcomes and that respect needs to be given to people willing to share their stories.”

CRISIS CONTACT CENTRE FINANCIAL REPORT 2007-2008

INCOME

The Salvation Army	623,786	48%
Donations & Fundraising	170,000	13%
Government Grants	495,293	39%
	1,289,079	

EXPENDITURE

Administration	95,484	7%
Personnel	645,905	50%
Programme	464,934	36%
Property	82,756	7%
	1,289,079	

CRISIS CONTACT CENTRE – CLIENTS BY GENDER

Female	2,485	44%
Male	3,161	56%

CRISIS CONTACT CENTRE – CLIENTS BY AGE GROUP

0 – 9	37	0.7%
10 – 14	8	0.1%
15 – 17	76	1.3%
18 – 19	155	2.7%
20 – 24	612	10.8%
25 – 30	1,011	17.9%
31 – 40	1,776	31.5%
41 – 50	1,195	21.2%
51 – 55	290	5.2%
56 – 60	200	3.6%
61 – 70	203	3.6%
71 – 80	53	0.9%
81 – Over	30	0.5%
	5,646	

- Average Age: 37.1 years
- Number of clients with dependents: 1021 (18.1%)
- Average number of contacts/interviews per client: 2.1

CRISIS CONTACT CENTRE – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Financial – Other financial difficulty
2. Accommodation – Previous accommodation ended
3. Accommodation – Emergency accommodation ended
4. Accommodation – Eviction/asked to leave
5. Financial – Budgeting problems

CRISIS CONTACT CENTRE – MATERIAL AID ASSISTANCE PROVIDED TO CLIENTS

Type of Assistance	Contacts		\$
	Assisted	Provided	
Accommodation Vouchers	515		47,843
Chemist/Medication Vouchers	192		1,907
Clothing Vouchers	616		21,047
Financial Assistance Vouchers	1,626		283,449
Food Vouchers	2,210		65,073
Food Parcels/Toiletries	329		1,504
Furniture Vouchers	139		16,876
Travel Assistance Vouchers	4,078		17,275
Telstra Assistance Vouchers	24		2,075
	9,729		457,049

FAMILY VIOLENCE SERVICES

FAMILY VIOLENCE OUTREACH PROGRAM GAE OLD - ASSISTANT PROGRAM MANAGER

The Family Violence Outreach Program delivers case management outreach to women and children who have experienced or are at risk of family violence and reside in the inner and middle south of Melbourne. The program delivers practical assistance within a case management framework and operates as a part of an Integrated Family Violence Service system. The Family Violence Outreach Program works in close partnership with Victoria Police, the Department of Justice and other DHS funded programs. The program has formal links with Transitional Housing Managers to provide access to transitional housing for its clients.

The Private Rental Access Program is delivered in partnership via a partnership arrangement between the Family Violence Outreach Program and HomeGround Services. This partnership has been documented in a Best Practice Paper titled 'Successfully delivering the Family Violence Private Rental Access Program via a partnership model: an opportunity for organisational capacity building through the sharing of service cultures'. The paper reports on how this extremely successful model is used to facilitate private rental outcomes for women and women with children from the inner and middle south region of Melbourne who have experienced family violence. In 2007/2008, the program successfully leveraged 42 women into the private rental market in the southern region, despite record low rental vacancy rates and increasing rental prices.

In addition to the reported partnership with the Private Rental Access Program, there were two other Best Practice Grant papers that outline the collaboration with Indigenous services and with the

Salvation Army Crisis Contact Centre. In the paper titled 'Developing and strengthening a relationship with Indigenous services to respond to Family Violence issues', it was discussed how increased awareness of the importance of collaborative approaches between local communities and mainstream services seeks to improve support to Indigenous women and children. The paper provides a discussion on building sustainable, respectful and mutually beneficial partnerships between Indigenous communities and mainstream service providers.

Over the past year Family Violence Outreach Program has continued to focus on strengthening the relationships with the Victoria Police and the Department of Justice. The program has successfully led an initiative to provide Court Support at the Moorabbin Justice Centre with partners from the Integrated Family Violence Services and the Salvation Army Young Women's Outreach Program. Court Support aims to provide support to women attending the court for Intervention Orders resulting from Family Violence. The coming year will see Family Violence Outreach Program out-posted at the Moorabbin Justice Centre to ensure a strong middle south presence.

The Family Violence Outreach Program continues to review and develop its practice through its involvement with the Research & Program Development and Student Unit. This year saw one of our social work students develop a Police Training Kit designed for program workers to inform and train police officers about Family Violence issues. This project was developed with enthusiastic involvement from the Family Violence Advisor for Region 1 of Victoria Police, Diane Ashwell.

“The program delivers practical assistance within a case management framework and operates as a part of an Integrated Family Violence Service system.”

In an effort to build stronger links with Family Violence Outreach Program and General Practitioners, the program has distributed information on Family Violence and brochures to all General Practitioners within the inner and middle south of Melbourne. This has been done in recognition of violence against women being a major public health problem within Australia.

The program has valued the contribution made by students to the program and looks forward to continuing its involvement with the Student Unit in the coming year. In recognition of the program’s strong work ethic and high quality of service to women and children, a big thank you to the team for their commitment, dependability and consistent service delivery.

FAMILY VIOLENCE & OUTREACH PROGRAM FINANCIAL REPORT 2007-2008

INCOME

The Salvation Army	3000	0%
Government Grants	645,969	100%
	648,969	

EXPENDITURE

Administration	38,007	7%
Personnel	400,652	50%
Programme	145,462	36%
Property	64,848	7%
	648,969	

FAMILY VIOLENCE OUTREACH PROGRAM – CLIENT CONTACTS BY AGE GROUP

0 – 9	12	4.8%
18 – 19	4	1.5%
20 – 24	14	5.6%
25 – 30	41	16.3%
31 – 40	94	37.5%
41 – 50	51	20.3%
51 – 55	20	8.0%
56 – 60	9	3.6%
61 – 70	6	2.4%
	251	

- Average Age: 35.9 years
- Number of clients with dependents: 122 (48.6%)
- Average number of contacts/interviews per client: 10.1

FAMILY VIOLENCE OUTREACH PROGRAM – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Interpersonal – Domestic/family violence
2. Interpersonal – Physical/emotional abuse
3. Interpersonal – Relationship/family breakdown
4. Interpersonal – Interpersonal conflicts
5. Accommodation – Previous accommodation ended

FAMILY VIOLENCE OUTREACH PROGRAM – MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

1. Advice & information
2. Advocacy/liaison on behalf of client
3. Consultations and counselling
4. Abuse and violence support
5. Financial assistance

HEALTH SERVICES

ACCESS HEALTH PROGRAM & HEALTH INFORMATION EXCHANGE PROGRAM

SUE WHITE - PROGRAM MANAGER

The Health Information Exchange and Access Health continue working towards addressing the health inequities known to injecting drug users, street sex workers and people experiencing homelessness.

The Health Information Exchange operates within a harm minimisation framework to offer a confidential and anonymous service incorporating:

- a primary site for distribution of: clean injecting equipment, disposal options and safe sex consumables
- provision of information and referrals relating to a variety of drug related issues, including: blood born viruses, sexually transmitted infections and safer drug use

Funding was received from DHS last year to pilot an overnight response, resulting in the first 24 hour primary needle exchange program in Victoria. The project has been an outstanding success, with between 30 – 60 client contacts per night. This initiative has recently been refunded for a further 20 month period.

Access Health continues to provide accessible, responsive primary health care that enhances the health of marginalised people within the City of Port Phillip. Many of the services at Access Health are provided by other agencies, either in a co-location or fee for service capacity. This enables clients to access expert, professional care, whilst building inherent links to mainstream or specialist services. The following services are available:

- Duty Social Workers
- Indigenous Access Worker
- Assistant Program Manager / Health Promotion Worker
- Community Health Nurses (RDNS Homeless Persons Program)
- Drug and Alcohol Counsellors (Inner South Community Health Service)
- Podiatry / Physiotherapy (Inner South Community Health Service)

- Generalist Counsellor / Psychologist (TSA Melbourne Counselling Service)
- Psychiatrist (Bayside Health Alfred Hospital)
- General Practitioner & Practice Nurse (St Vincent's Hospital)
- Infectious Diseases Physician (Bayside Health Alfred Hospital)

Overdose Awareness Day was held at the end of August in 2008, launched by Federal Minister Jenny Maklin. Developed as a local response by the HIE in 2000, the day has now been taken up by many communities around the world, providing an opportunity to remember and grieve for those who have died or been injured as a result of overdose.

Both programs have participated in numerous research activities this year:

- "HIV, HCV and related risk behaviour among injecting drug users at needle and syringe programs" (National Centre in HIV Epidemiology and Clinical Research)
- "National illicit drug reporting system project" (Burnet Institute)
- "Barriers affecting access to psychological interventions with homeless people" (Monash University)
- "Victorian primary care network for sentinel surveillance on BBVs and STIs" (Burnet Institute)
- "Early identification of drug harm project" (DHS / Turning Point)

Crisis Services launched a significant body of research mid year. "A Raw Deal" (undertaken by RMIT) explored the health, financial and social impact of pharmacotherapies for vulnerable Victorians. This report has been disseminated widely and will be used as a part of an ongoing advocacy strategy for reform of the pharmacotherapy program.

The work of the HIE and Access Health is made possible through the committed endeavours of the staff teams.

ACCESS HEALTH FINANCIAL REPORT 2007-2008

INCOME

The Salvation Army	35,500	5%
Government Grants	688,590	95%
	724,090	

EXPENDITURE

Administration	79,638	11%
Personnel	399,825	55%
Programme	158,651	22%
Property	85,976	12%
	724,090	

ACCESS HEALTH – NEW CLIENTS BY AGE GROUP & SEX

Age Group	Clients	
0 – 9	6	1%
10 – 19	10	2%
20 – 29	118	23%
30 – 39	183	36%
40 – 49	113	22%
50 – 59	55	11%
60 – 69	13	3%
Over 70	9	2%
	507	

New Clients: 507 - Discharged Clients: 607
-Total number of Clients: 955

Sex

Male	56%
Female	44%

ACCESS HEALTH – SERVICE SUMMARY

Service Area	Number of Visits
Community Health Nurse	4620
Drug & Alcohol Counsellors	232
Duty Workers	6734
General Practitioner	2715
GP Practice Nurse	674
Indigenous Access Worker	498
Psychiatrist	54
Psychologist	99
	15,626

Visits by Indigenous Australians:
2,292 (14.6% of all visits)

ACCESS HEALTH – PRESENTING ISSUE SUMMARY

Abuse	2.0%
Behavioural Issue	2.5%
Drug & Alcohol	11.0%
Mental Health	17.5%
Physical Disability	4.0%
Physical Health	40.0%
Social Issues	23.0%

HEALTH INFORMATION EXCHANGE FINANCIAL REPORT 2007-2008

INCOME

The Salvation Army	107,336	24%
Government Grants	351,781	76%
	459,117	

EXPENDITURE

Administration	32,282	7%
Personnel	337,793	74%
Programme	77,994	17%
Property	11,048	2%
	459,117	

HEALTH INFORMATION EXCHANGE – CLIENT CONTACTS BY AGE GROUP & SEX

Age Group	Contacts	
Under 15	8	0%
15 – 17	118	0%
18 – 20	1,724	3%
21 – 25	6,056	12%
26 – 30	11,792	24%
31 – 35	11,818	24%
36 – 45	14,049	29%
Over 45	4,308	8%
	49,873	

HEALTH INFORMATION EXCHANGE – NEEDLE DISTRIBUTION SUMMARY

Needles Handed In	463,687
Needles Handed Out	867,548
Return Rate	53.4%
Visits	49,873

HEALTH INFORMATION EXCHANGE – NEEDLE DISPOSAL METHOD

Returned to this Needle Exchange	59%
Other Public Disposal Container	30%
Other Needle Exchange	9%
Other	2%
- Building External Disposal Unit	
- Burn	
- Chemist	
- Other Disposal Method	

HEALTH INFORMATION EXCHANGE – SUMMARY OF INFORMATION PROVIDED TO CLIENTS

Health	20%
Safer Sex	2%
Drug & Alcohol	2%
Safer Using	74%
Other Information	2%
- Hepatitis C	
- HIV/AIDS	
- Other Needle Syringe Programs	
- Welfare & Accommodation	

RESEARCH & PROGRAM DEVELOPMENT

SALLY COUTTS

PROGRAM MANAGER

The 07/08 year has resulted in some key program achievements in the areas of quality improvement, research and the student program.

Students:

The Student Placement Program (SPP) was expanded this year to include two intakes of students, with placements offered in every program area of Crisis Services. The first intake was conducted from May to September and the second intake September to December. The first group was made up of students from RMIT Social Work, Youth Work and Social Sciences, Monash Social Work and Melbourne Social Work and Masters Social Work. The second group included Social Work students from Latrobe, Monash and RMIT.

The SPP continues to provide a broad based placement experience for students offering peer support and shared learnings across a range of program areas. Evaluations from 2007 and the first group of students in 2008 provided positive feedback which has been utilised to inform future planning. The Crisis Services SPP was recently presented in a paper at a conference in Sydney by Dr Martyn Jones (RMIT).

The Student Placement Program will continue in 2009 with students from a range of tertiary institutes. We are looking to expand the student program to include more postgraduate students from a range of disciplines who can undertake research and policy based placements. Discussions have already begun towards this, with both Melbourne University and RMIT.

Quality Improvement:

Following an extensive self- assessment process using the Homeless Assistance Service Standards (HASS) and the development of a detailed quality journal, Crisis Services undertook a formal accreditation process with the accrediting body (QICSA) in August. This involved input from many staff and all of the management team. A draft report has been written and presented to the agency for consideration and a response. This will help us to prioritise and plan for further service improvements over the coming year.

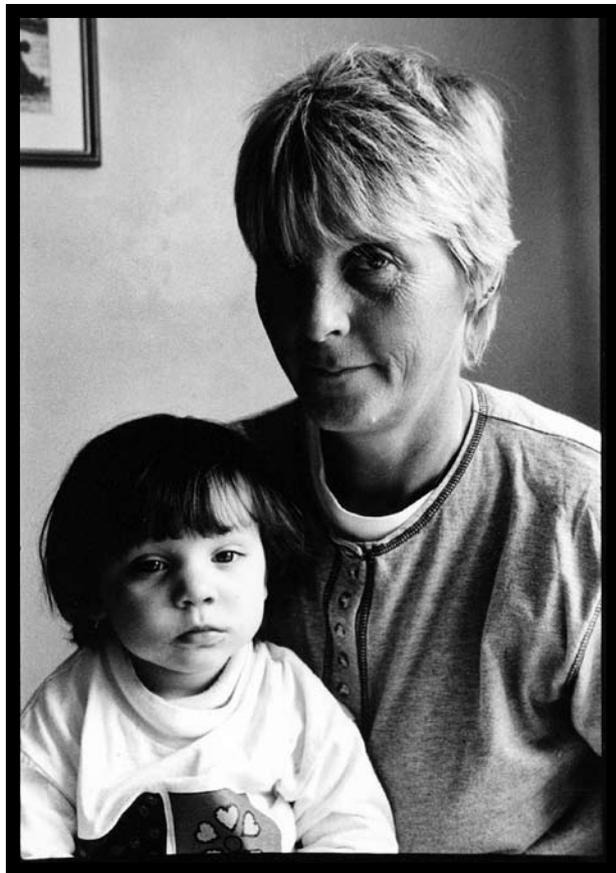
Research and Advocacy:

In May 2008, the book 'On the Outside' was also launched, highlighting the research of Dr Guy Johnson (RMIT- AHURI), in partnership with authors from Crisis Services and Homeground. Launched at the Homelessness conference in Adelaide by Prof Hugh Stretton, this book provides a qualitative analysis of indepth interviews with 103 homeless people. The book presents an understanding of homelessness and the different pathways in and out of it. It gives attention to the experience of homelessness helping to distinguish between factors that cause homelessness from those that emerge as a consequence. It also examines why some people remain homeless when others, in similar social and economic circumstances, do not. It highlights and challenges many myths about homelessness and discusses some of the problems the experience of being homeless creates for people. Finally it emphasises the need for new policy settings and practice frameworks.

“A central data base has been developed which will allow for broader circulation of the research and best practice papers completed in partnership with others. This will inform the provision of more integrated responses and targeting of resources across the network.”

This year there has also been several articles written for Social Work and the Homeless sector newsletters, which highlight several issues that exist at a practice level and advocate for change at a broader policy level. A central data base has been developed which will allow for broader circulation of the research and best practice papers completed in partnership with others. This will inform the provision of more integrated responses and targeting of resources across the network.

A number of innovative research projects have been funded across the Melbourne Central Division through the Research and Advocacy Program (RAP) in 2008. One project that is currently underway at Crisis Services is an indepth look at women’s experiences of violence during homelessness, by Dr Suellen Murray (RMIT-CASR), due for completion in early 2009.



YOUTH & FAMILY SERVICES

PAUL BOURKE

PROGRAM MANAGER

Youth and Family Services is committed to assisting young people and families experiencing homelessness to access sustainable long-term housing. It is acknowledged that many other challenges are faced by people experiencing homelessness and Youth and Family Services also aims to address these through direct support and referral to partner organisations. Youth and Family Services consists of the Crisis Accommodation Centre, the Young Women's Outreach Program and the Youth Private Rental Access Program.

Crisis Accommodation Centre (CAC)

The Crisis Accommodation Centre (CAC) is a youth refuge providing 24-hour supported short-term accommodation. CAC supports four single males in two shared bedrooms, three single females across two bedrooms, and one female with children in a private unit. The current facility is spread over 3 levels, with shared toilets, kitchen, dining and living areas. CAC employs a strengths-based key worker model, with a strong focus on a collaborative case-plan incorporating any issues that are affecting the resident's current situation (e.g. accommodation, income, health, mental health, substance use, legal, family violence, education).

There is currently an air of excitement at CAC as the process of redevelopment begins. A new purpose-built facility is under construction and is due to be completed by mid 2009. The new facility will have 11 individual units, and two family units, each with a private bathroom and kitchenette. There will also be communal recreational facilities, open outdoor areas and space for ancillary services and group work. Along with the new facility, a new model of practice has been developed, which has a greater focus on client independence, community involvement and collaboration with other services. These changes

present an exciting opportunity to further improve the high quality of service currently delivered by CAC.

Young Women's Outreach Program

The Young Women's Outreach Program (YWOP) supports women aged between 16 and 25 who are homeless or at risk of homelessness. The program supports women with or without children. The program is open to statewide referrals for women wanting to live in the Inner or Middle Southern Metropolitan Region. YWOP also works with clients on a range of issues related to their homelessness including family violence, mental health, substance use, legal, education and employment.

YWOP has engaged in several new initiatives this year. The program now participates in the Moorabbin Court Support Program, supporting women seeking an Intervention Order. YWOP also instigated a Women's Services Network aimed at promoting social commentary about issues impacting on women, sharing information and discussing aspects of good practice. The program now has a presence and access point in the middle southern metropolitan region through a co-location agreement with Kingston Youth Services.

Youth Private Rental Access Program

The Youth Private Rental Access Program (YPRAP) consists of one worker assisting young people into private rental throughout the budgeting, application, sign-up and early tenancy processes. YPRAP can provide brokerage funds to assist financially in the first months of tenancy. The position was vacant for 11 weeks during the year, but presently is running at full capacity, and productive connections have been made with numerous landlords and real estate agents. YPRAP continues to operate within the inter-agency Creating Connections team of complimentary services.

“A new purpose-built facility is under construction and is due to be completed by mid 2009.”

CRISIS ACCOMMODATION CENTRE FINANCIAL REPORT 2007-2008

INCOME

The Salvation Army	404,827	36%
Government Grants	688,802	62%
Residents Fees	17,934	2%
	1,111,563	

EXPENDITURE

Administration	98,213	9%
Personnel	685,719	62%
Programme	222,479	20%
Property	105,152	9%
	1,111,563	

CRISIS ACCOMMODATION CENTRE – CLIENT CONTACTS BY GENDER

Female	117	53.2%
Male	103	46.8%
	220	

CRISIS ACCOMMODATION CENTRE – CLIENT CONTACTS BY AGE GROUP

0 – 9	2	0.9%
15 – 17	13	5.9%
18 – 19	46	20.9%
20 – 24	97	44.1%
25 – 30	39	17.7%
31 – 40	13	5.9%
41 – 50	7	3.2%
51 – 70	3	1.4%
	220	

- Average Age: 23.5 years
- Number of clients with dependents: 34 (15.5%)
- Average number of contacts/interviews per client: 6.1

CRISIS ACCOMMODATION CENTRE – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Accommodation – Previous accommodation ended
2. Accommodation – Eviction/asked to leave
3. Accommodation – Emergency accommodation ended
4. Interpersonal – Relationship/family breakdown
5. Accommodation – Overcrowding

CRISIS ACCOMMODATION CENTRE – MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

1. Housing and accommodation
2. Advice & information
3. Advocacy and liaison
4. Consultations and counselling
5. Living skills

YOUTH & FAMILY SERVICES CONTINUED..

PAUL BOURKE

PROGRAM MANAGER

YOUNG WOMEN'S OUTREACH PROGRAM

FINANCIAL REPORT 2007-2008

INCOME

Government Grants	643,820	99%
The Salvation Army	3,000	1%
	646,820	

EXPENDITURE

Administration	69,312	11%
Personnel	388,067	60%
Programme	142,493	22%
Property	46,948	7%
	646,820	

YOUNG WOMEN'S OUTREACH PROGRAM – CLIENT CONTACTS BY AGE GROUP

15 – 17	8	5.1%
18 – 19	30	19.4%
20 – 24	88	57.1%
25 – 30	28	18.4%
	154	

- Average Age: 21.7 years
- Number of clients with dependents: 77 (50%)
- Average number of contacts/interviews per client: 21.4

YOUNG WOMEN'S OUTREACH PROGRAM – MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Accommodation – Eviction/asked to leave
2. Accommodation – Previous accommodation ended
3. Accommodation – Overcrowding
4. Accommodation – Emergency accommodation ended
5. Financial – Difficulty

YOUNG WOMEN'S OUTREACH PROGRAM – MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

1. Information and advice
2. Advocacy and liaison
3. Housing and accommodation
4. Consultations and counselling
5. Financial assistance

YOUTH PRIVATE RENTAL ACCESS PROGRAM - CLIENT CONTACTS BY AGE GROUP

15 – 17	1	3.5%
18 – 19	5	17.8%
20 – 24	19	67.8%
25 – 30	3	10.9%
	28	

“The program now has a presence and access point in the middle southern metropolitan region through a co-location agreement with Kingston Youth Services.”

- Average Age: 21.7 years
- Number of clients with dependents: 9 (32%)
- Average number of contacts/interviews per client: 15.6

YOUTH PRIVATE RENTAL ACCESS PROGRAM - MOST FREQUENT PRESENTING ISSUES AMONGST CLIENT CONTACTS

1. Accommodation – Previous accommodation ended
2. Accommodation – Eviction/asked to leave
3. Accommodation – Overcrowding
4. Financial – Other financial difficulty
5. Financial – Budgeting problems

YOUTH PRIVATE RENTAL ACCESS PROGRAM - MOST FREQUENT ASSISTANCES PROVIDED TO CLIENTS

1. Information and advice
2. Advocacy and liaison
3. Housing accommodation
4. Consultations and counselling
5. Financial assistance





THE SALVATION ARMY

crisis services

Crisis & Family Violence Services

Crisis Contact Centre

29 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7777
Facsimile (03) 9536 7778
Free Call 1800 627 727

Family Violence Outreach Program

29 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7777
Facsimile (03) 9536 7778
Free Call 1800 627 727

Health Services

Access Health

31 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7780
Facsimile (03) 9536 7781
Free Call 1800 627 727

Health Information Exchange

29 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7703
Facsimile (03) 9536 7778
Free Call 1800 627 727

Youth & Family Services

Crisis Accommodation Centre

27 Grey Street
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7730
Facsimile (03) 9536 7731
Free Call 1800 627 727

Young Women's Outreach Program

31 Grey St
St Kilda VIC 3182
PO Box 2027
St Kilda VIC 3182
Telephone (03) 9536 7730
Facsimile (03) 9536 7721
Free Call 1800 627 727

